

Kentucky Consumer



Guide

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1. PURPOSE

What is the purpose of the Office of Vocational Rehabilitation?

The Office provides vocational rehabilitation services to eligible individuals with disabilities to assist with entry into employment and productivity in the workplace and community.

2. ROLE OF THE COUNSELOR

What is the role of my rehabilitation counselor?

The counselor's role is to provide information, resources, counseling and guidance, and choices related to your strengths, resources, priorities, concerns, capacities and abilities so that you can prepare for and enter a job. You will work closely with your counselor who has specialized training and experience. You and your counselor will jointly develop your Individualized Plan for Employment that will lead to a rewarding career.

3. ASSESSMENT

What information is needed to determine my eligibility and the services I will need?

Whenever it is possible, your counselor will rely on existing information about your disability to determine eligibility. Often educational assessments, social security evaluations, and other records you provide will supply enough information. Your input on employment related need is vital to this process. Sometimes additional information may be necessary to determine eligibility or to explore what services you need to become employed. In these cases, other appropriate medical, vocational, technical, and educational assessments will be arranged and provided at no cost to you.

4. ELIGIBILITY

How will my eligibility for services be determined?

- ◆ You must have a physical or mental impairment.
- ◆ Your impairment must result in a substantial impediment to employment.
- ◆ You must require vocational rehabilitation services.
- ◆ If you meet the criteria above, you will be determined eligible unless there is clear and convincing evidence that you cannot benefit from vocational rehabilitation services.
- ◆ If you receive Social Security disability benefits, you are considered to be an individual with a significant disability and are presumed to be eligible for services.

An eligibility decision will be made within 60 days unless exceptional and unforeseen circumstances cause a delay. If the eligibility cannot be determined in 60 days, you and the counselor must agree to an extension of time.

5. ORDER OF SELECTION

What is an Order of Selection and what impact will it have on my services?

If the Office does not have enough money to serve everyone who is eligible, we must first serve individuals with the most significant disabilities. Secondly, we must serve individuals with significant disabilities. If enough money remains, we may be able to serve consumers who have non-significant disabilities.

If you have a less significant disability and fall within a category we cannot currently serve, you may request to have your case placed on a waiting list. Should funds become available you will be contacted to assess your interest in services. Even if funds are not available to serve you, the Office will provide information and referrals to other agencies that may assist you in meeting your employment needs.

6. INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

What is an Individualized Plan for Employment?

After your counselor has determined that you are eligible, he or she will talk with you about your job interests and the best way to reach your employment goal. During this planning phase, you have the option of developing and writing all or part of your IPE with the assistance of your counselor; by yourself or with the assistance of your representative; or, you may request that your counselor write the IPE for you.

Regardless of the option you choose, the IPE must be mutually agreed upon and signed by you and your counselor. The IPE must be on Office approved forms. Technical assistance is available through the Client Assistance Program.

7. VOCATIONAL REHABILITATION SERVICES

What kinds of services may the Office of Vocational Rehabilitation provide?

The Office may provide vocational rehabilitation services needed to reach your vocational goal. Some examples are as follows:

- ◆ Assessment for determining eligibility and vocational rehabilitation needs
- ◆ Counseling and guidance
- ◆ Vocational and other training services
- ◆ Supported employment
- ◆ Personal assistance services
- ◆ Interpreter and notetaking services
- ◆ Telecommunications, sensory, and other technological aids and devices
- ◆ Rehabilitation technology
- ◆ Job placement and job retention services
- ◆ Employment follow-up and post-employment services

You will be asked to participate in choosing service providers within the guidelines established by the Office of Vocational Rehabilitation.

8. YOUR OBLIGATION TO PAY FOR SERVICES

Will I have to pay for any services?

Many services are provided regardless of your financial situation. You and your counselor will discuss the income and resources of your household. In some cases, you may be asked to participate in the cost of your program.

9. PURCHASE OF SERVICES

How are services purchased?

All services purchased must be approved in advance by your counselor and a written payment authorization sent to each service provider. The Office has established fees and rates of payment for services. In most cases, a service provider will accept these fees as total payment. If it is necessary for you to pay for part of a service, you and your counselor will decide on your portion prior to you obtaining the service.

10. SERVICES AND BENEFITS FROM OTHER AGENCIES

If I am eligible for similar services or benefits from other agencies, do I have to use them?

Federal law requires that you use any other benefits for which you are eligible to cover the cost of some services. These benefits may include training grants, Medicare, Medicaid, Workers' Compensation, and insurance. If you refuse to apply for and use other benefits for which you are eligible, the Office cannot pay for the planned service.

11. YOUR RESPONSIBILITIES

What are my responsibilities?

In order to be successful, you must actively participate in the development of your work plan and achievement of your employment goal. Throughout the process, you will need to work closely with your counselor in choosing an employment goal, types of services, service providers, and seeking employment opportunities. You can aid in your vocational rehabilitation by keeping scheduled appointments, staying in touch with your counselor, and working hard toward achieving your employment goal.

12. YOUR APPEAL RIGHTS

What if I am dissatisfied and want to complain?

We have found that almost all dissatisfaction can be resolved on an informal basis. If you have a complaint, we encourage you to first contact your counselor and/or your counselor's supervisor. If the complaint is still not resolved you may contact the Director of Program Services within 60 days of the disputed decision. The Office offers mediation services through an impartial party to resolve disputes between consumers and staff and is available at any stage of the rehabilitation process. You may also request a hearing. If you are dissatisfied with the provision or denial of services and you wish to pursue the appeals process, contact by letter, email or telephone:

Sherri Greer
Director of Program Services
209 St. Clair St.
Frankfort, KY 40601
1-800-372-7172 (V/TTY)
SherriL.Greer@ky.gov

13. HELP WITH YOUR APPEAL

What is the Client Assistance Program?

The Governor has established the Client Assistance Program (CAP) to assist you in your relationship with the Office of Vocational Rehabilitation. CAP can help you to understand services available from the Office, advise you on other benefits available from State and Federal agencies, help you to pursue appropriate remedies to ensure the protection of your rights, and help to resolve any dissatisfaction that you may have with the Office regarding the provision or denial of services. To contact CAP, visit their website at <http://kycap.ky.gov>, call, write or e-mail:

Client Assistance Program
209 St. Clair, 5th Floor
Frankfort, KY 40601
TOLL FREE PHONE: 1-800-633-6283 (TTY)
Gerry.Gordon-Brown@ky.gov

14. CONFIDENTIALITY OF INFORMATION

Will personal information about me in possession of the Office of Vocational Rehabilitation be held confidential?

Yes. The Office cannot release personal information about you unless:

- ◆ it is necessary to carry out your vocational rehabilitation program, or
- ◆ we have your written consent, or
- ◆ it is required by law, or
- ◆ it is necessary to protect your safety or the safety of others.

Personal information may also be shared with the Social Security Administration without your written consent.

You are welcome to contact your counselor by email but please be aware the use of email may not be a secured method of communication and confidentiality cannot be guaranteed.

15. YOUR RIGHTS TO CASE RECORD

May I obtain personal information about me in possession of the Office of Vocational Rehabilitation?

Yes. You will need to request in writing the specific information in your case record you want. If the information was provided to us by another agency or if it is sensitive information provided to us by a physician or psychologist, we will tell you about the information and refer you to the source for release to you.

16. CASE CLOSURE

When may my case with vocational rehabilitation be closed?

Your case can be closed if:

- ◆ You have completed services planned in your Individualized Plan for Employment and have successfully maintained employment.
- ◆ You are no longer interested.
- ◆ It has been determined you can no longer benefit from services in terms of employment.
- ◆ We are unable to contact you.

17. POST-EMPLOYMENT SERVICES

May I receive any services after I have achieved a successful employment outcome and my case has been closed?

Even though you have achieved and maintained your employment goal, you may be eligible for post-employment services if necessary for you to retain, regain, or advance in employment. These services must be short term and must relate to your original vocational rehabilitation program.

18. RE-APPLYING FOR SERVICES

May I re-apply for services after my case has been closed?

Yes. Your eligibility will, however, have to be determined at the time you re-apply.

19. RESIDENTIAL FACILITY

Does the Office of Vocational Rehabilitation have a residential facility that provides services to individuals with significant disabilities?

Yes. The Office of Vocational Rehabilitation operates a comprehensive residential facility located at Thelma, Kentucky. The Carl D. Perkins Comprehensive Rehabilitation Center helps individuals with disabilities obtain employment and improve independent living functioning through education, medical, technology, and related programs.

The following vocational and support services are available: vocational assessment, work adjustment, and vocational training; rehabilitation counseling; comprehensive medical rehabilitation services; psychological services; recreational activities; brain injury services; speech and language communication services; and medical and student dormitories. To obtain admission information contact your local vocational rehabilitation counselor or call:

Carl D. Perkins Comprehensive
Rehabilitation Center
(606) 789-1440 (V/TTY) or
1-800-443-2187.

BonnieK.Duncan@ky.gov

20. VOTER REGISTRATION

What is the National Voter Registration Act?

The National Voter Registration Act is a law that makes it easier for individuals to register to vote. Your counselor will ask if you are registered to vote. If you are not registered, your counselor will explain to you how the registration process works and, upon request, will assist you in completing forms.

21. INFORMATION ON THE INTERNET

Is there information about the Office of Vocational Rehabilitation on the Internet?

The Office maintains a Web page, which contains a variety of information. The Web page also contains links to other pertinent web pages. The Internet address is:

<http://ovr.ky.gov>

22. FOR MORE INFORMATION

What if I still have questions about the Office of Vocational Rehabilitation?

You may contact your counselor. If one has not been assigned to you, contact an office close to you or call toll-free 1-800-372-7172 (V/TTY). The Office general delivery e-mail address is:

wfd.vocrehab@ky.gov

VOCATIONAL REHABILITATION DISTRICT OFFICES

All Offices V/TTY

CENTRAL OFFICE

209 St. Clair Street, Frankfort, KY 40601

1-800-372-7172

1-888-420-9874 TTY

Bowling Green 955 Fairview Ave Suite 100 42101	270-746-7489 800-443-6055 800-246-6193 TTY	Lexington 301 East Main Street 40507	859-246-2185 888-211-7276 888-990-9098 TTY
Elizabethtown 409 North Miles Street 42701	270-766-5121	Louisville 410 West Chestnut Street Suite 100 40202	502-595-4173 800-456-3334 888-325-4180 TTY
Florence 8020 Veterans Memorial Dr Suite 100 41042	859-371-9450 859-371-0803 TTY	Madisonville 1071 Thornberry Drive 42431	270-824-7549 888-640-2713
Frankfort 229 West Main Street Suite 302 40601	502-564-7629 888-640-0134	Morehead 200-32 South # 4 40351	606-783-1527 866-744-5632 TTY
Harlan 110 Professional Lane Suite 203 US Highway 421 South 40831	606-573-3890	Owensboro 121 East Second Street Suite 7 42303	270-687-7308 888-640-2811 800-241-5821 TTY
Whitesburg 415 Hwy 2034, Suite C 41858	606-633-9332	Paducah 2929 Lone Oak Road 42003	270-575-7304
		West Liberty P.O. Box 84 563 B Main Street 41472	606-743-7978 800-440-2530

Carl D. Perkins Comprehensive Rehabilitation Center

5659 Main Street, Thelma, KY 41260

606-789-1440

800-443-2187

877-600-6111 TTY

The Office of Vocational Rehabilitation does not discriminate on the basis of race, color, national origin, sex, disability, age, religion or marital status in employment, or provision of services and provides, upon request, reasonable accommodation including auxiliary aids and services necessary to afford individuals with disabilities an equal opportunity to participate in all program activities.